



TOWN OF TEWKSBURY
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464121

March 16, 2020

Dear Valued Customer,

As conditions evolve, we are taking precautionary actions to mitigate exposure and reduce the impact of the novel coronavirus (COVID-19) on our customers and employees. We remain committed to providing you with safe and reliable service, and we are doing our part to protect the communities where we live and serve.

We are closely monitoring the situation with local, state and federal health agencies, as well as monitoring and reinforcing guidance from the Center for Disease Control and Prevention.

What to Know Regarding Your National Grid Service

Ensuring the health and safety of our employees and customers is our number one priority.

We do not anticipate any service disruption at this time. We have implemented additional measures that will allow us to safely continue providing essential services to you.

In keeping with public health official guidelines, we are taking precautionary measures to limit your exposure and that of our employees.

- Before entering your home, we will ask a series of questions about recent travel, exposure to anyone who has traveled, or exposure to the virus for anyone in your home.
- If you are quarantined or sick and you call us for a service order or to report a natural gas leak or other emergency, we ask that you advise us about your health condition ahead of time. Our agents will work with you to determine best course of action regarding your service.
- Our employees have been instructed to take precautionary measures to mitigate their and your exposure to limit the risk of infection. Some of those precautions include:
 - Frequent handwashing and use of sanitizer
 - Avoiding touching mouth, nose and eyes
 - Keeping a safe distance from anyone self-quarantined or sick
 - Staying home if they are sick

What to Know About Your Bill

We recognize that certain customers may experience financial difficulty as a result of the coronavirus outbreak, whether they or a family member fall ill, are required to quarantine, or because their income is otherwise affected. We hope to alleviate our affected customers' concerns about their electricity and natural gas service during this time.

As a result, National Grid is temporarily suspending collections-related activities, including service disconnections, to lessen any financial hardship the COVID-19 pandemic may have on our customers. These policies are effective immediately and will be in place through the end of April. We will evaluate their continued need at that time. Please note that regular billing will continue for all customers.

To conveniently manage your account, you can do so online and avoid longer than usual wait times in the call center. You can also continue to pay your bill or find assistance through a variety of online tools. Please visit ngrid.com/billpay to explore convenient options including:

- Paperless Billing
- Pay by Bank Account
- Pay by Credit Card (fees apply)
- Automated Payments
- Budget Plan
- Assistance Programs

Help Us Reach You Faster – Please Ensure We Have Your Email

To help us communicate more quickly with you, please ensure your email address is up-to-date and that you are enrolled in an online account. To enroll, you will need your account number – which can be found on your printed bill.

- If you are a Long Island (including the Rockaways), Massachusetts Electric, Rhode Island or Upstate New York customer, visit ngrid.com/updateemail to update your email address, or visit ngrid.com/register to create an online account for the first time.
- If you are a Massachusetts Gas or New York City Gas (Brooklyn, Queens or Staten Island) customer, visit ngrid.com/account to update your email address or create an online account for the first time.

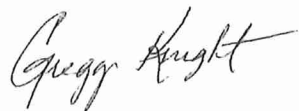
Protect Yourself from Scammers

Scams related to the COVID-19 outbreak are on the rise. Imposters claiming to be National Grid employees may contact you to collect past due balances, even promising a savings on your next bill or threatening to disconnect your service. National Grid never demands direct payment through the use of a prepaid debit card and never accepts payment through these cards. For additional tips on how to protect yourself against utility scams, visit www.nationalgridus.com/Our-Company/Scam-Alert.

We appreciate your attention to this important information. As this is an evolving situation, for all updates and information going forward, please visit ngrid.com/covid-19 and look for updates on social media. Please follow us on Twitter, friend us on Facebook, and find our photos on Instagram.

On behalf of our many employees who live and work in your community, our thoughts are with all those who are being impacted.

Sincerely,



Gregory Knight
Chief Customer Officer
National Grid

This is an important message. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

Đây là một thông báo quan trọng.
Xin vui lòng dịch thông báo này.

Questa è un'informazione importante.
Si prega di tradurla.